

PART 4

Topic: 4.3.2 Complaints Policy

Rationale:

King's College recognises the importance of responding to complaints in a fair, consistent and timely manner and in accordance with the relevant employment contracts, legislation and the College's codes of conduct to achieve a positive resolution. Parents/guardians, students, staff and community members must feel confident that there is a procedure in place that enables complaints to be examined fairly and a suitable resolution found as quickly as possible.

Purpose:

To provide a process for the College to deal with complaints that:

1. Ensures that all people in the College community are aware of the correct procedure to be followed for both making and resolving a complaint.
2. Resolves complaints in a timely manner at the lowest appropriate level within the College's structure.
3. Ensures fairness and consistency when dealing with complaints.
4. Safeguards the rights of both complainants and of other staff or students involved.

Guidelines

1. All members of the College community have the right to have their complaints listened to and addressed.
2. Complaints can often be resolved informally by the people receiving them and this informal approach should be used when possible. Complaints should therefore be addressed at the lowest appropriate level (see the College's Complaints Procedure) and escalated only when they cannot be resolved or if they are of a serious nature.
3. Complaints will be dealt with by the College using the process set out in the Complaints Procedure.
4. Where a complaint is about the actions of a staff member, the College will also follow the guidance contained in the Staff – Managing Complaints Policy.
5. While complaints will be treated in confidence as far as possible, where a complaint is about the actions of a staff member they will be notified of the complaint at the earliest reasonable opportunity. Other parties may be informed at the Headmaster's discretion. Where appropriate, alternative dispute resolution, such as mediation, may be sought from relevant organisations.
6. If, however, the complaint is against the Headmaster, the complainant should make their complaint directly to the Chair of the Board of Governors whose contact details are available from the College Reception on request.

7. Where necessary the College will assist with any language issues or cultural sensitivities.
8. The Complaints Policy, Complaints Procedure and Staff – Managing Complaints Policy will be made available to the College community, including through the College’s website.

Approved by the Board, 12 October 2023

Ratified by Headmaster and Board Chair:

Signed _____
Simon Lamb

Date: 12 October 2023

Signed _____
Shan Wilson

Date: 12 October 2023